

DIGITAL

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STATE HEALTH TENDER GETS BEST OF CARE FROM BBO TEAM

Since September 1988, Brisbane (BBO) Sales' Joe Zangara has headed up the tender production team that was formed to meet the request by the Queensland Department of Hospitals and Allied Services, or QDHAS, to provide a hospital-based corporate information system for that State.

When, in February 1989, Joe arrived at the all-important lodgement ritual – with what was by all reports one of the finest tender presentations ever seen – he was also given an opportunity to star in some comic relief after months and months of pressure, and here's how . . .

While in the queue, Joe saw that the first hopeful supplier (who shall remain nameless) couldn't stop juggling his pendulous presentation. After all, it's difficult to be dignified when one's submission doesn't fit neatly into a pigeonhole only 10 x 30 cm.

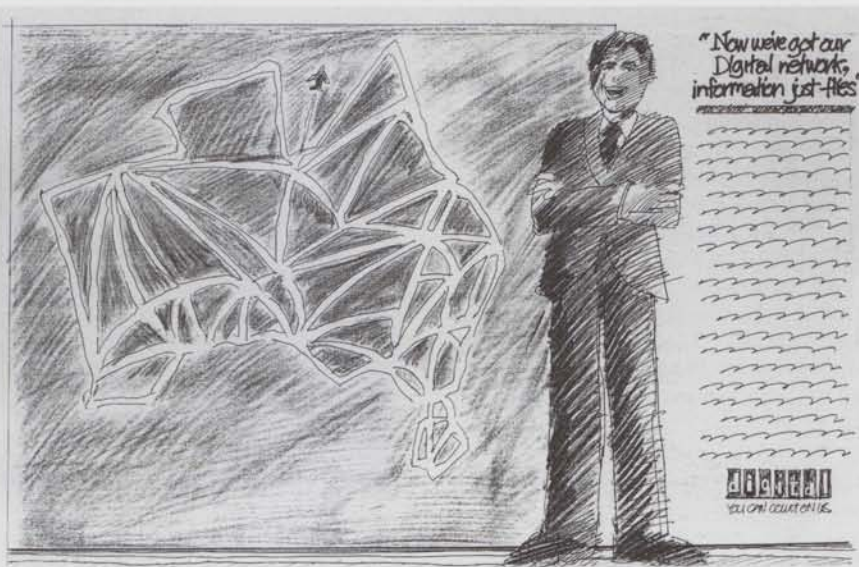
A Positive Sign

As fate would have it, Joe was able to leapfrog his more-vaunted rivals and, with all the poise and professionalism that's characterised BBO's bid team, sweetly slipped his submission into the box. Everyone else had to wait their turn.

Young bid team chases \$A160 million tender in Queensland.

"We were officially recognised for the physical presentation of our submission," Joe says with a grin and well-fitting modesty.

BBO's *coup* became a double when it was Digital's submission that was the first bid read at the public opening – quite an honour, according to veterans. "That was viewed as a real positive sign," says Joe, who, far from being an old hand, was only nine months ago serving his apprenticeship selling add-ons to BBO's installed base. Turn to page 8 for more news of this major bid. ●



▲ A PRINT ADVERTISING CAMPAIGN based on testimonials from leading customers such as the Civil Aviation Authority is on the drawing board and, while the final approach is still in the works, this early sketch supplied by Corporate Communications Manager Patrick O'Halloran shows how the two-page advertisements will look in the business and selected computer press.

▼ HERALDING A BATCH of product releases are new members of the DECsystem family (pictured below) – the DECsystem 5400, 5810 and 5820 computers – and the MicroVAX 3100 system (pictured right). Our DECsystem family combines the benefits of RISC technology with the ULTRIX operating system, while the new MicroVAX offers the most extensive communications capability ever. Watch out for more product announcements in the coming months. ●

ADVERTISING CAMPAIGN, NEW PRODUCTS ANNOUNCED



OVERVIEW: KEVIN WALLACE

This month, Regional Personnel Manager Kevin Wallace discusses our new headquarters at Rhodes, Sydney.

The opening of Digital's South Pacific Regional Headquarters in early 1990 will mark the beginning of the Pacific era in bricks and mortar.

The message is clear - Digital is committed to the region and will endeavour to further the economic development of New Zealand and Australia.

Through a consolidation of company interests at Rhodes we will establish a tangible investment that acts as an indication of our long-term commitment and support to Digital's customers - now and in the decades to come.

The Rhodes Project Team* is aware of staff concerns about the relocation and its potential for a period of disruption. The company's communication specialists are to this end formulating an information program to advise staff of the relocation timetable and answer other issues of interest.

It is our intention to make the day-to-day activities of staff easier by providing an attractive, yet functional, environment that is well fitted with the support systems essential to the efficient and creative work of staff.

The choice of design at Rhodes is based upon a wide-area floor plan in five store stacks interconnected at their adjacent corners. This design affords maximum natural light exposure without the problems of vertical displacement associated with taller buildings, such as Chatswood Tower. With the main staff work areas located on the upper three levels it will be possible for staff



to move throughout the complex without climbing numerous flights of stairs or becoming stressed waiting for delayed lifts.

Choosing the Rhodes location was based upon a range of considerations including proximity to transport, shopping, banking, and radius of distance from where staff live. For more than 60% of staff, Rhodes will in fact be closer to their homes than the Chatswood and St Leonards facilities are.

The daily shopping needs we all have should be adequately met by the recently refurbished shopping facilities at Top Ryde, located five minutes away by road. Access to Top Ryde can be by private car, public bus or the lunchtime shuttle bus provided by Digital.

Fully Catered Cafeteria

The grounds of the Rhodes facilities will offer additional parklands to the already considerable nature reserves that run with the nearby bay. Outdoor barbecue facilities and a range of landscaping designs will combine to offer an environment that will be remarkably different to the busy roads and fast-disappearing parklands of Chatswood's business district.

For more than 60% of staff, Rhodes will in fact be closer to their homes than the Chatswood and St Leonards facilities are.

A fully catered cafeteria will shrug off previous experiences of staff eating facilities you may have encountered. It is our intention to ensure that the food and beverage services at Rhodes are healthy, varied and readily available so that staff will be glad to use and recommend them to visitors.

The opening of the Rhodes facility will also start a process of phasing in a policy of smoke-free workplaces throughout Digital's SPR facilities, similar to existing practices in Digital's facilities overseas.

The future SNO facility at Rhodes is not the only new facility opening in the near future. CCO, otherwise known as Christchurch, is also developing a new facility. Opening in September 1989, CCO's new premises will provide urgently needed space

digital

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THE CONSTRUCTION OF OUR NEW HQ at Rhodes – "the beginning of the Pacific era in bricks and mortar."



PICTURED IN APRIL, work begins on our new CCO Branch office.

for Digital's burgeoning software development people based in Christchurch.

I'm excited by the Rhodes opportunity and it is my hope that staff look forward to working at the new Regional Headquarters in 1990 and beyond. ●

* The Rhodes Relocation Committee is staffed by Corporate Project Manager Chris Hood, Regional Facilities Manager Vince Hughes, Kevin Wallace, SNO Senior MIS Systems Development Manager Gary Brown, SNO Accounting Operations Manager Stewart Hughes, Corporate Communications Consultant Simon Mansfield, SWS Manager Jane Thornton, Regional SWS Secretary Janice Chin, Regional Sales Programs Manager Arin Sanghvi, STL FS Project Manager Daryl Richards, DECUS South Pacific Chapter Administrator Maggie Alexander and STL FS Project Specialist Ainsley Cole

SCIENCE NON-FICTION

Chernobyl Sinks In

USSR – Soviet authorities have confirmed that work is to cease on two partially built nuclear reactors at the Chernobyl nuclear complex. Both units were heavily contaminated with radioactive fallout released from the nuclear meltdown three years ago. The USSR's Council of Ministers made the announcement as domestic opposition mounts to an expansion of the country's nuclear power program.

Meanwhile, Soviet scientists are analysing core samples taken from the reactor cavity which is now surrounded by thousands of tonnes of steel and concrete – a fate that currently awaits all retired reactors, until a better mothballing technique is discovered. The Chernobyl incident has provided detailed information on the after-effects on the domestic population's health. Some Soviet newspapers are beginning to report the first clear evidence of thyroid disorders caused by inhaling iodine-131.

Warm Bath

Planet Earth – The temperature of the world may be rising faster than expected. New data obtained by satellites operated by the US National Oceanic and Atmospheric Administration show that the oceans have been warming at the rate of 0.1°C per year since 1982. Conventional measurements of sea temperatures from ships and buoys show a rate of warming that is only half as great. Global changes in sea-level are difficult to derive from these data alone and the best existing estimates say that the rise has been between 1.2 and 1.4 millimetres a year over the past century. ●



THE SMALL BUILDING that currently houses CCO Digits.

CSS SERVES UP ANOTHER ACE

While Australia's new Parliament House in Canberra has received lots of publicity, the Network Systems Group, Sydney (NSG-S) at CSS (SNA) believes not enough has been written about Digital's contribution to this important site.*

Never known to sit back and wait for things to happen, the folks at CSS have taken the bit between the teeth – or should we say the pen between the fingers? – and written this article for *Digital*. Our thanks to author Lewis Benham at CSS for his contribution.

In May 1987 Digital was given the opportunity to provide terminal and workstation connectivity to Members' and Senators' offices in the new Parliament House.

More than this, a requirement for privacy meant that each suite had to be completely self-contained below the connection to the Ethernet backbone cable and, to make the task even harder, only a limited space was available for the network equipment inside each office.

Enter CSS, which designed the Office Server, a custom product that met both space and connectivity requirements.

The strategy and hardware technology behind the product were new to CSS, requiring incorporation of a terminal server with an additional port to provide full ThinWire Ethernet capability – and all of this in one box.

What was not new to CSS was the tight development and delivery schedule: the group started the project in May 1987 and delivered their first shipment to Canberra office (CAO) in March 1988, two months before the official opening of Parliament House by Queen Elizabeth II.

It's history today that the Office Server met all requirements. But what you may not know is that the Office Server is a product now available for sale throughout SPR and, it is hoped, soon throughout the world.

A Host of Helpers

The Office Server Engineering team at CSS was headed by Peter Bell and drew on the hardware design talents of Lewis Benham, Geoffrey Leong and Technician Ken Albert. Valuable technical assistance was also provided by Jim Grohn and David Moss.

The team made considerable use of design services groups both locally and overseas. Digits in Nashua (NUO), for example, were responsible for the printed circuit board layout while local CSS staffers Josie van



CSS' OFFICE SERVER TEAM (from left to right): John Derrett, Guy Wittig, Lewis Benham, David Moss, Ken Albert, Peter Bell, Geoff Leong, Erik Piip, Josie van Gerwen, Jim Grohn and John Broughton. Not shown are Ron Potter and Mel Gilbert.

Gerwen and Mel Gilbert somehow found time for the substantial drawing effort required. CSS Technical Writer Ron Potter pitched in to produce the User's Guide.

Of course, the Customer Services Systems Engineering (CSSE) people always like to have a finger in the pie and this was again the case in the form of the ever-present Erik Piip, while the manufacturing effort was provided by CSS at SNA under the able guidance of Guy Wittig and Alan Willingale.

With such a short time-frame for design, development, production and delivery, it was all hands to the pump and there was much hair pulling, running around like the proverbial chook, and jumping up and down. Chief hair-puller, runner and jumper (alias Product Manager) for the Office Server was John Broughton. CSS Sales Specialist John Derrett provided the customer interface through our Canberra sales office.

Formal Certification

A total of 350 Office Servers were shipped from Lane Cove in Sydney to Canberra and these went on-line to coincide with the announcement of the product at the DECUS Symposium on the Gold Coast in August 1988. The first Office Servers were shipped to selected customers the following month.

What followed then was formal certification of the Office Server's design to allow

the product, under product number DSRZT-AB, to be sold to other customers in SPR. This involved obtaining Ethernet (NI) Certification to Digital Standard 134, Product Safety approval to Digital Standard 119, and Australian Telecom approval – all of it managed by Lewis Benham with help from Corporate certification groups in the US, daily mail messages and midnight telephone calls.

The strategy and hardware technology were new to CSS, requiring incorporation of a terminal server with a port to provide ThinWire Ethernet capability – and all of this in one box.

Such is the design of the Office Server that there's interest from our US-based NaC (Networks and Communications) group to market it worldwide – a tribute to the capability and professionalism of the expanding CSS design group in SPR.

The reputation of CSS for the ability to deliver quality and customer satisfaction is spreading throughout Digital and its customers around the world. ●

* We did our bit in *Digital* May/June 1987 and January 1988.

KEEPING THE CUSTOMER 'INFO-TAINED'

'Info-tainment', though a buzzword of the 1980s, has always been the key ingredient to audience appeal. Whether you're producing a television current affairs program, teaching high-school students or training our customers in the use of ALL-IN-1, success often rests in the ability to make information entertaining.

WEO's (Wellington) Sue Poole (pictured) knows all about 'info-taining'. She may not be a media megastar, but she has had a successful career teaching high school and she recently received the Edu Services Instructors' Excellence Award for FY89, an accolade for the extra effort she puts into her job and for the success she achieves with her particular approach to teaching the use of our Office Automation (OA) systems to customers throughout New Zealand.

"Often, the room will be getting hot, and people will be getting tired," says Sue, "so it's important to find ways of keeping them motivated to learn. I guess you could say I entertain them. My voice is loud - you always know I'm in a room - and I purposefully



modulate it to keep from being monotone. And I move around the room a lot, so their focus of attention isn't boring."

It's a style Sue learned from her days of teaching English and Maths to secondary-school students, and practised in her first job in the computer industry teaching word processing, installing word-processors and generally dealing with customers' problems.

Desk Job? No Way!

Sue joined Digital in September, '87 as an Associate Instructor, and a year later became an Instructor, managing WEO Edu Services. Training external customers - mostly Government business in WEO - in all aspects of OA, Sue happily spends most of her time on site, and therefore has a huge amount of customer contact.

Part of the reason for Sue's Excellence Award, however, was the amount of time she did spend at her desk recently, patiently rewriting the ALL-IN-1 courses for the dramatic changes in our OA software that are in the pipeline - V2.3 ALL-IN-1.

Sue was very excited to receive a pat on the back for a job she loves doing and says her husband Bruce Smith, a secondary-school teacher, was even more excited for her.

Bruce and Sue have a cat, Elle, who keeps them entertained when they're not entertaining friends or doing up their home. Sue also reads a lot, embroiders gifts, plays indoor netball and runs - sometimes eagerly, but sometimes under duress; Bruce is an athletics coach and a keen runner, so he trains a lot, managing to drag Sue out with him occasionally!

"I enjoy my job and I'm enthusiastic about what I teach," says Sue. "I guess that rubs off on the people I'm teaching so that they enjoy what they're learning."

"I was really pleased to get the award. It was a confirmation that all the work we put in as instructors is being noticed and appreciated." ●

CAREER MILESTONES

Next month is special to the following 19 people who, in August, celebrate service anniversaries with Digital. Please join us in congratulating them for their aggregate years of loyalty, 150 to be exact!

Fifteen-Year Recipients

Jos Reelick, NZO FS
Chris Green, STL FS
David Warren, TVO FS
Bob Scarborough, ADO FS

Ten-Year Recipients

Raymond Hooper, SNS FS
Martin Wilson, NLO Sales
Robert Leftwich, ALI FS

Five-Year Recipients

Jeff Wood, NZO FS
Paul La Franchie, NZO Sales
John Whitmore, SNO Marketing
Virstine Yazdanparast, SNA F&A
Peter Mullins, SNM SWS
Roger Hack, STL FS
Joe Toms, SNM SWS
Julie-Anne Carr, SNH SWS
Steven Williamson, SND Sales
Roger John, CAO Sales
Tim Hede, MEO SLS
Colin Johanson, MEO SLS ●

EXCELLENCE IN EDU

Each year the Edu Services Excellence Awards are given to Edu Instructors and, for the first time this year, to Administration staff. The award recipients are those who not only achieve the monthly and yearly goals of their role, and who, in the case of Instructors, achieve over the minimum Corporate Quality assurance rating from the student feedback forms (3.75 out of 5 points) for at least 90% of the courses they conduct, but who also put in additional effort beyond the requirements of their job.

The majority of SPR's Instructors who win awards have in fact received greater than the Corporation's minimum rating for 100% of the classes they teach.

Congratulations to the following FY89 winners:

Eve Kleiman, MEO Senior Instructor and Supervisor for the Southern District
Ben Burke, STL Senior Instructor
Carol Cridland, SMP Instructor
Luisa Masetto, SNO Senior Instructor
Graeme Marks, SMP Senior Instructor
Sue Poole, WEO Instructor
Mary Kiddie, NZO Edu Services Customer Training Specialist
Kathy Henderson, SNO Edu Services Secretary. ●

NAME CHANGE



As of July 1, the Regional F&A Manager position, held by John Lamb (pictured), will be known as the Regional Finance Manager with continuing direct responsibility for the Regional Administration function and the host management of the Regional IS function. ●

THE JEWELS OF TECHNOLOGY



All UNIX-based wide area communications software products for Digital worldwide will be developed in Australia. This is the charter of Digital's Australian Networks and Communications (NaC) engineering group, which will soon move from Lane Cove (SNA) to the Technology Quadrangle in south-eastern Queensland.

Digital's Australian NaC group is one of only three outside the US. The Engineering groups share Corporate Research and Development (R&D) responsibility, and the Australian group's charter is for wide area networking (WAN) products in ULTRIX, Digital's UNIX environment.

Bob Starkey, Networks and Communications Manager (pictured), explains NaC's role in the Corporation's R&D activities:

"The Australian NaC group is pure Corporate Engineering. Networking is one of Digital's primary strengths, so the establishment of a large R&D group in Australia means the placement of Corporate technology jewels in this country.

"There was both push and pull involved in the decision to establish the NaC facility in Australia," Bob says. "The push came from Digital's policy of decentralising its

manufacturing and engineering operations, and the pull to Australia came from the Partnership for Development agreement."

"We are giving Australian engineers an opportunity to work in their chosen profession in Australia." – Bob Starkey

Opportunities Down Under

Under the terms of Digital's Partnership for Development agreement with the Australian Government, Digital will receive R&D credit for NaC's activities. Over the coming four years, the group will grow to between 100 and 150 engineers plus support staff. Bob says, "We are giving Australian engineers an opportunity to work in their chosen profession in Australia rather than having to go offshore.

"As we grow, start-up companies will subcontract to and from us, and they will in turn build expertise. That's the whole idea behind the Partnership program – to develop that infrastructure in Australia – and we will help to make that happen," Bob says.

NaC's UNIX R&D activities are significant given the increased industry acceptance of UNIX and Digital's commitment to leadership in standards-based open systems. This January's basket of product announcements included the DECstation 3100 workstation, Digital's first non-VMS-based hardware product for many years.

The first product from NaC Australia for worldwide use is expected to be completed within the next six months. ●

JULY IN DIGITAL'S HISTORY

- 1975: Corporation breaks the \$US1 billion mark in revenues.
- 1980: Chatswood Tower is completed and ready for occupation by Digital, but damage by vandals delays occupancy date by six weeks.
- 1982: Stan Olsen, co-founder of Digital and Ken Olsen's brother, resigns as Director of the company.
- 1984: Sydney's Metropolitan District is created.
- 1985: Albert Cuschieri wins his seventh DECathlon award, making him Digital's most successful salesman in the world.
- 1986: Annual Corporate revenues reach \$US7.6 billion.
- 1986: Staff from Logistics, SD&D, CAS and Warehouse move to new premises at Lane Cove (SNL).
- 1987: First exports of locally developed and manufactured Monitor Arm arrive in the US.
- 1987: Subsidiary Manager Frank Wroe announces plans to move Regional Headquarters from Chatswood to a 6-hectare site at Rhodes by FY90.
- 1988: SPR revenues grow 15% to \$A327.8 million in Australia, and by 9% to \$NZ65 million in New Zealand. Employee numbers rise to 1423 and 208 respectively.
- 1988: SPR's Edu Services group wins GIA Quality Assurance Award for Customer Satisfaction.
- 1988: Fire destroys large part of Melbourne (MEO) office's second floor.
- 1988: Digital releases DECTp, a high-performance systems environment optimised for Transaction Processing applications. ●

FS OFFICIALLY OPENS ITS DOORS

The new South Sydney FS facility at Alexandria (SNS) was opened by Regional FS Manager John Brown (pictured right) on Friday, May 19 with a party that brought back memories of the old days of the original South Sydney FS office at Camperdown. ●





GETTING THE MOST FROM ALL-IN-1

Digitalk would like to thank Business Development Specialist for OA (Office Automation) Products Nicole Smith (pictured below) who contributed the following article. If you have any queries about the uses and applications of ALL-IN-1, write to us at SNO 10/1 and we'll have Nicole or an equally qualified Digit answer you via the magazine. Your questions may help someone else discover the wonderful world of ALL-IN-1.

Most of you know that ALL-IN-1 has mail, word-processing and time management components, but are you aware that ALL-IN-1 is a powerful application builder and interface to other applications?

Such applications as payroll, distribution, manufacturing and accounting can be integrated under ALL-IN-1 so that the user has a consistent look and feel to every application. For example, the spreadsheet 2020, which is a third party product that some of us use under ALL-IN-1, is so tightly integrated with ALL-IN-1 that it uses the ALL-IN-1 file cabinet to store spreadsheets, send them via EM and even uses Gold Key functions such as Gold F to file out of a spreadsheet.

ALL-IN-1 can be customised. Our ALL-IN-1 customers use screens which have been changed to reflect their business requirements. You can use ALL-IN-1 to write applications. The electronic messaging and word-processing components were actually written using ALL-IN-1.

Problems?

The most typical problem encountered with using ALL-IN-1 is lack of training. ALL-IN-1 is a big product with a lot of functionality and users can become frustrated using the system if they have not received sufficient training.

Edu Services runs a series of ALL-IN-1 courses starting from a one-day course for the busy executive ranging through to an advanced course that covers word processing in detail.

Helpful Hints

Q. How can I clean up my own account?



Your account is cleaned up by IPS on a weekly basis. The individual should delete any unwanted files. Then the 'Janitor' is scheduled to empty all Wastebaskets and perform the **FCR** File Cabinet Reorganisation.

However, if you create a lot of documents, you may find yourself running out of disk quota before the week is out. You can therefore empty your own Wastebasket. Select the **EW** option from either the Electronic Messaging (**EM**) menu or Word Processing (**WP**) menu. When the Wastebasket is emptied, you can then perform the **FCO** function which can be invoked from either the EM or WP menu, or by selecting **EMM** and then the **FCR** option. **FCR** will reorganise and purge all files. You now have more disk quota available. Remember, once you have emptied your Wastebasket, you cannot retrieve the file.

Q. How do I do a word or line count?

Only DECmate has the word counter. With

WPS-PLUS under ALL-IN-1, you can see what line of the document you are on by pressing **Gold Z** which invokes the status line. Once you move the cursor, the status line is turned off. In the next version of ALL-IN-1, which is due out in the next few months, you have the option of keeping the status line on at all times.

Q. How can I view every file in my account?

Use the Index (**I**) option. If you want a list of all folders, clear the line that says Folder so that it is blank and then press **Gold L**. This will give you a complete list of folders in your file cabinet. You can then choose a folder and then move down to the next line where it says Title. By pressing Gold L at Title, you can then see a complete listing of documents within a certain folder.

Q. How do I set up Nicknames for sending?

To display the Nickname menu, enter **NI** from any ALL-IN-1 menu. A nickname can be a first name, a combination of name and initials, or whatever you decide. For example, you can give the nickname MS to Mary Smith. Only the person creating the nickname sees it. It will actually appear as the proper ALL-IN-1 user name when the message is read.

To create a nickname:

1. Enter **C**.
2. Enter the nickname.
3. Enter the ALL-IN-1 user name that you would normally enter in the message header when you are addressing a message, i.e. Smith Mary.

Now, whenever you send mail to Mary Smith you only have to type MS at the message header.

Q. How do I create my own distribution list?

A distribution list is a list of addresses. If you often send messages to the same group of people, you can set up a distribution list with their ALL-IN-1 user names.

There are two types of distribution lists: your personal lists and system distribution lists. You can do whatever you like with your personal lists, but nobody else can use them.

The system distribution lists are available for everyone to use. You can read or print them, but you cannot create, edit or delete them unless you have the necessary privilege. To display the Distribution List menu, enter **DL** from any ALL-IN-1 menu.

To create a distribution list:

1. Enter **C**.
2. Enter the name of the list. Type **@** (commercial AT) before the name.
3. Enter the list of ALL-IN-1 user names. You can also add any nicknames that you have previously created.
4. At the Electronic Messaging header, enter the distribution list name, i.e. **@Purchasing**. ●

BRISBANE BID TEAM CHASES HEALTHY SLICE OF BUSINESS

At their lofty level of public spending, governmental bodies have every right to expect protocol and procedure to be strictly observed when calling for tenders. How responses submitted by suppliers look and feel are as important as their technical content. For example, late lodgings – even if after months of preparation they miss the deadline by mere minutes – are flatly rejected. Protocol also surrounds the public reading of all bids received.

This comes after months of labour on the part of the supplier's tender production team, which in Digital's case comprises people from many functions who are ensconced for the duration of that particular bid.

BBO Sales' Joe Zangara recently led such a team for the tender of QDHAS business, specifically to provide a hospital-based corporate information system for that State.

Estimates of QDHAS's business range from \$A50 to \$A160 million over its seven-year lifespan, making it the most significant and major health tender ever in the Pacific Rim.

Estimates of QDHAS's business range from \$A50 to \$A160 million over its seven-year lifespan, making it the most significant and major health tender ever in the Pacific Rim.

In a layperson's terms, the winning tender to QDHAS will meet every computing requirement of 65 hospitals at 58 locations throughout Queensland, Australia's second-largest state. The fact that Queensland's health-care system is also one of the most under-computerised in Australia didn't faze Joe, who from the beginning saw only the opportunity for Digital to turn QDHAS into a lighthouse in health computing – not just in Australia but around the world.

Fresh Eyes, Fresh Approach

From practically the first day, the largely untried team has drawn widespread praise for their enthusiasm and professional results. This praise is made even more meritorious by the fact that:

- Joe had never managed such an effort before.
- He was placed in charge midway through the tender's preparation, which was already behind those from other bidders.



BID TEAM LEADER Joe Zangara (standing) presides over a medical records session – one of many gatherings called to win major health business in the Sunshine State.

- Most team members had little experience in business the size of the QDHAS bid.
 - Conditions under which the team have until now worked, although not unlike those experienced by other tender teams, were made more difficult by the fact that other large tenders were already straining the company's resources.
 - The logistics of delivering a tender response from Sydney to Brisbane are intimidating. When travelling 1000 km with heavy 9 x 9' boxes that **must** arrive intact and on time, minutes count but excuses like transport strikes, flat tyres and missed connections don't.
 - After all these hurdles had been crossed, our young bid team still had the daunting job of dealing with more protocol when their submission was lodged in the hallowed halls of the QDHAS along with those from other suppliers such as incumbent Unisys.
 - Regional Health Marketing Manager Ian Colclough
 - Health Industry Consultant Glyn Danter
 - PSS Business Manager Phyl Blennerhassett
 - Sales' Graham Williamson
 - Corporate Health Care Industry group's Jim Jones
 - and third parties Health Care Systems, Mirene and MATMAN.
- "Because of Queensland's current lack of health-care computerisation, both the State and Digital have an enormous opportunity to jump into the future with the latest technology," Joe says. "The process of winning that opportunity for Digital is still continuing, and it will take a lot more work and co-operation between functions to see it through."

Co-operation is on its way even as Joe speaks, with:

- SNL staff – Tony Tziolois and Robert James among them – recently bending over backwards to locate, refurbish and ship a MicroVAX 3600 system needed for benchmarking tasks
- BBO FS staff, who then did their bit to install the machine where it was seriously needed
- and a host of Digits at all levels of the organisation who – because of the importance of our Queensland bid – are going that one step further than their job description warrants.

Stay tuned to *Digital* for more on our QDHAS bid team as their success undoubtedly continues. ●

Positive Outlook

Everyone in our team is optimistic. They expect the final outcome to be announced some time during Q2 of FY90, but many people can already be congratulated for the quality of that submission. As well as those already mentioned, they include:

- Axel Dougan, who came in late in the piece to assist with the good work done by Andrew Broughton
- Gary Finerty, Government Education/ Medical Marketing Manager from GIA

FULL STEAM AHEAD FOR HEALTH CARE

Steam engines, cupids and a 1930s cinema might seem an unusual setting for the launch of Digital's new Health Care Information System – but they were a perfect fit, says Ian Colclough, Marketing Manager for Health (pictured below right).

The venue was Sydney's Powerhouse Museum, an innovative museum of high technology, social history, science and the arts.

"This was an important event for the health marketing unit and was the culmination of over two years' work," says Ian.

The team, who staged the launch and organised other public relations and marketing activities, included Dale Mynott, André Blom, Merri Mack and Geoff Forrester from Health Care Systems.

The launch was held on May 29 for journalists from the health-care and computer media and succeeded in achieving extensive editorial coverage in the business, generic and health-care press including the *Australian Financial Review* and *The Brisbane Courier-Mail*.

Frank Wroe officially launched the product, with overseas guests Bob Hawkins, President of Health Care Systems, and Joe Jhala, Product Manager for Management Information Systems at HCS, who came from Canada for the launch.

Streamlined Patient Care

As well as the launch, a four-page colour brochure was produced and was stitched into the June issue of *Hospital and Health*



Care magazine in a special computer issue. The brochure will also be used for direct mail.

Digital's Health Care Information System is an integrated information system for hospitals, streamlining patient care, clinical and administrative functions.

It utilises applications software developed by Health Care Systems of Canada, for which Digital has the exclusive marketing rights in Australia and Asia.

"We've made a major commitment to marketing this product in Australia," said Ian.

"To support the product, we've established the Health Resource Centre at Chatswood, managed by Terry Quanborough and assisted by Health Industry Consultant Glyn Danter.

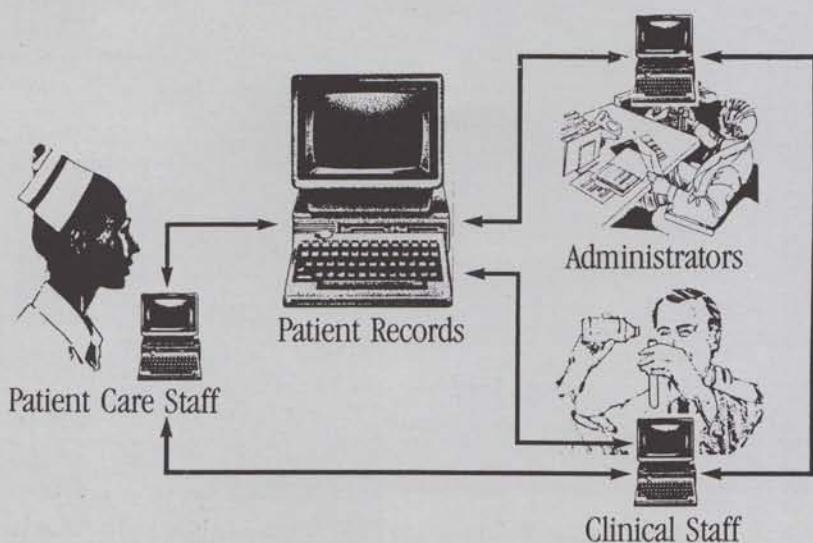
"The Health Resource Centre is a national team of health-care professionals

whose charter is to implement and support the system and train hospital staff throughout the region. It is our goal to be recognised as a competency centre *par excellence* in all aspects of health-care computing.

"We've been working on this launch for the past two years, negotiating with Health Care Systems of Canada, talking to hospital administrators about the type of system they need and setting up our support network.

"It's exciting to see the product now officially on the market. We know it's the best in the world and a perfect fit for the needs of Australia's hospitals. Without doubt it will give us a competitive edge in health and send shockwaves through our competitors. We've already made one sale and we're finalising negotiations with two other major hospitals." ●

DIGITAL'S HEALTH CARE INFORMATION SYSTEM



FLU BLUES

Every winter it's the same and yet still it takes you by surprise. Your nose is as red as a stoplight but it won't stop running, the drummer from 'Guns and Roses' has somehow crawled into your brain, someone else is in your throat knitting angora jumpers, and your body thinks it just ran its first marathon.

You've 'come down' with the flu.

Influenza, nicknamed like an old adversary 'the flu', is a viral infection of the upper respiratory tract that is characterised by such symptoms as high fever, dry cough, sore throat, headache, muscle pain, and an overall unwell feeling. Flu usually lasts a week or two and most people recover completely without any complications.

According to the AMA (Australian Medical Association), flu is spread by transfer of respiratory secretions that contain the flu virus which settle in the nasal passages, throat and lungs, rapidly reproducing until billions are present.

A bout with flu can lower resistance to other diseases, especially certain bacterial infections and pneumonia. For that reason the AMA recommends an annual vaccination as the most effective way to prevent flu, especially because of the many strains that can develop. The flu vaccine is made up of inactivated flu viruses and gives more than 80% protection.

Grandma's Antidote

You should receive a flu shot before the flu season begins, even if you were vaccinated the year before and especially if you belong to the following high-risk groups: adults (and children) with chronic lung, heart or kidney disease; individuals with diabetes mellitus; those with severe anaemia; people with inadequate immune systems; everyone over 65 years of age; health-care workers; and those in regular contact with the public.

The AMA recommends an annual vaccination as the most effective way to prevent flu.

It is also recommended that if someone in your household is in the high-risk category, you should get vaccinated unless you're highly allergic to eggs or egg products and/or have an acute febrile illness.

If, in spite of everything, you do come down with the flu, grandma's antidote is still the best - plenty of bed rest and plenty of fluids.

The AMA also suggests that aspirin in high doses is useful. Take heart if you're sniffing right now - the one good thing about influenza is that once you've had it this year, you are unlikely to contract it again until next year. ●

CSIRO, GEC AND DIGITAL GET TOGETHER



FROM LEFT TO RIGHT, SNO-based Channels District Manager Colin Kidd, CSIRO Head of Radio Physics Dr Dennis Cooper, SND Account Manager for CSIRO Greg Madden, GEC Australia National Sales Manager Chris Butler and GEC Australia Divisional Manager Stuart Brown.

For the first time in Australia, Digital has utilised a customer's live network to provide a completely comprehensive demonstration of our latest workstation offerings and DECwindows.

Working with GEC Computer Systems, we presented the dynamic demonstration to over 80 CSIRO Divisions from NSW, Melbourne and Canberra last April in a two-day event held at the CSIRO Radio Physics Division in Marsfield, Sydney.

With a highly effective format that provided a 'hands-on' display of the new products, we also gave technical presentations on the following specific topics:

- Networking
- DECwindows

- CAD & CASE
- ULTRIX/UNIX
- VMS.

The objective was to show Digitals' commitment to ULTRIX, to provide exposure within CSIRO at all levels, and to demonstrate our pro-active working relationship with our Distributors, in this case GEC.

This very successful event could not have happened without the support and co-operation of John Green and Christine Stirrup from Software Support, Ron Exton from Regional Support, CSIRO Account Manager Greg Madden, SND SUM Ken Cooper, Colin Kidd and Nick Cresswell from Channels Management and, of course, GEC. Thank you to all involved. ●

MOVING TIMES

WEO (Wellington) Sales Representative Paul Dryburgh has been chosen as our first National Account Manager in New Zealand, appointed to Telecom New Zealand.

In his career with Digital, Paul has achieved two DEC100s and two DECathlon awards, including four \$A1 million sales awards. He has shown strong Account Management skills during this time, and has been responsible for Telecom's initial purchases. Hearty congratulations to Paul. ●



PARTNERSHIP SEMINAR A HUGE SUCCESS

At a seminar held in Sydney on May 25, Digital went before a packed house of over 80 executives from Australian industry and Government to explain how we work with Australian companies through our Partnership for Development agreement.

The seminar, which was open to the public, was jointly sponsored by the Federal Government's Department of Industry, Technology and Commerce (DITAC), the Australian Trade Commission (AUSTRADE) and New South Wales Business and Consumer Affairs.

Jennifer Gilchrist, Partnership for Development Manager (SNA), began the seminar by giving an overview of Digital's Partnership program. Digital has seven work programs in progress in order to fulfil its Partnership commitment. The focus of the seminar was to explain to Australian companies Digital's procedures and expectations in two of these areas: software exports and manufacturing.

Fred King, Software Export Development Manager (SNO), explained that Digital is looking to export Australian-developed software primarily for the banking, finance and manufacturing sectors, and is initially targeting the US, European and Asian markets.

Fred outlined the formal qualification process used to determine if an Australian software product has export potential, and described how Digital assists software developers to develop or port their products to Digital's platforms.

Glen Taylor, Managing Director of

AUSTRALIAN TRADE COMMISSION



AT AN INDUSTRY SEMINAR on Digital's Partnership for Development program (from left to right): Regional Manufacturing Manager Peter Seuffert, Managing Director of Delen Corporation Roger Delen, Glen Taylor, NSW Operations Manager of AUSTRADE Geoff Upton, and Rob Durie.

Managed Funds Software Pty Limited, has an agreement with Digital to develop financial software for worldwide export. Glen spoke about how the relationship with Digital works, and what an Australian software developer should expect when dealing with a multinational computer company.

Australian Manufacturing

Australian Manufacturing Procurement Manager Frank Long revealed that Digital is planning for over \$A50 million per year in manufactured exports by 1992 – over half of the company's export commitment. The

majority of the value added to these exports will be contracted to Australian companies.

Frank explained in detail Digital's supplier certification program, which involves a thorough audit of a supplier's process controls and takes as long as 18 months to complete. Frank explained that such certification is necessary because the objective is for Australian component manufacturers to ship product without further inspection directly into Digital's assembly lines worldwide.

Delen Corporation Pty Limited, one of Australia's leading suppliers of Printed Wiring Boards (PWBs), is nearing completion of Digital's supplier qualification process. Delen has already secured a first-stage export agreement with Digital for the manufacture of \$A14.5 million worth of PWBs.

Frank Copping, Marketing Director of Delen Corporation, gave the Australian component manufacturer's view of working with Digital and detailed the benefits to his company resulting from the associated technology transfer.

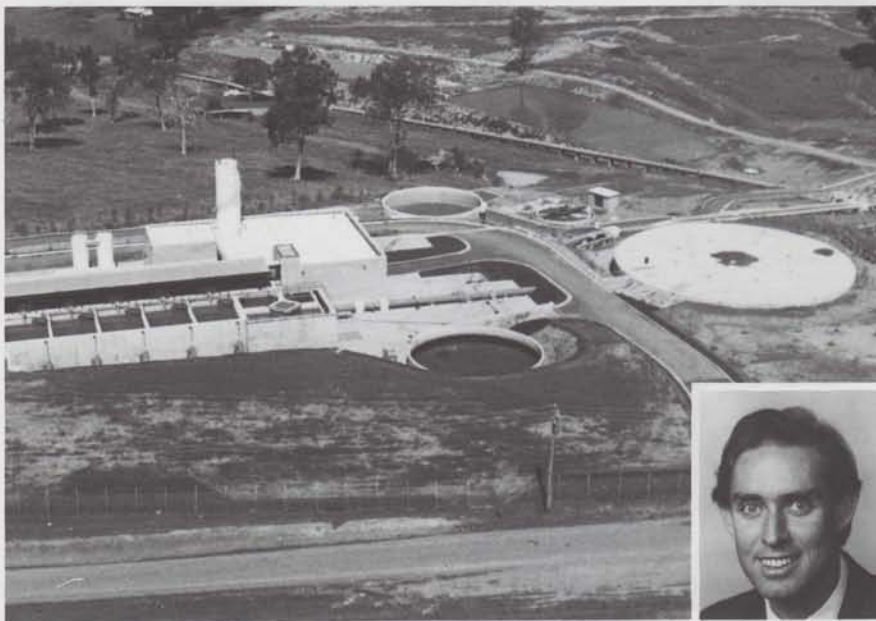
"The benefits are coming thick and fast," Frank said. "For example, we are increasing our efficiency and output, we are in far better shape as an organised manufacturer of PWBs, and we are receiving far more orders from our other customers – including other multinationals – who have greater confidence in our ability to control our processes. We sailed through audits by other customers because of the quality of our documentation and the systems we have implemented."

Rob Durie, Director of the Corporate Agreements Section of DITAC, concurred with Frank's comments. "Digital's Partnership work programs involve a high degree of technology transfer," Rob said. "We expect that the spin-off benefits to Australian companies resulting from the technology transfer will far exceed the \$A100 million per year in exports by Digital." ●



FRANK LONG explains (inset) Digital's certification process for components, such as the PWB he is holding, to Australian industry and Government executives.

CUSTOMER SPOTLIGHT: THE HUNTER WATER BOARD



◀ A HUNTER WATER BOARD water-treatment plant. Inset, Account Manager for the Board Ian Ramsay.

The public utility that a few years ago startled other utilities and its customers with an annual report bursting with Bruce Petty cartoons is still surprising them, and winning medals – but now for the originality and excellence of the management information systems it has developed using Digital's strategic relational database system, VAX Rdb/VMS.

In the early '80s the Hunter Water Board, which serves about 150,000 households in the 40 km around Newcastle, NSW, was the first water utility in Australia to introduce a user-pays water and sewerage rating system.

Recognising that its information systems were crucial to the success of these changes, in 1983 the Board engaged a consultant to evaluate its computing options. He advised

that the Board was hamstrung by its '60s-style batch system computing. Go modern, the consultant advised.

Rdb: A Strategic Decision

And so in 1984 the Board made a strategic decision in favour of a relational data base. Only relational data base technology gave the flexibility, and the capability of quickly changing both the detail and structure of data, of adding tables, and so on, that the Board needed as it worked toward its corporate goal of a fully user-pays system by 1992.

Various vendors were considered but it was decided that utilising Digital's products and services as much as possible would

provide better integration with additional savings in time and money.

In early 1985 a two-year implementation phase began. A dozen or so computer specialists began working with VAX Rdb/VMS software to develop a new program. Within two years they had developed a Customer Services System, and installed packages for finance and accounting, supply and purchasing and accounts payable.

Award-Winning System

The Customer Services System and the stormwater investigation system, which provides a visual presentation of the effects resulting from various quantities of storm-water runoff entering the waterways, won silver medals for Excellence in Information Systems at the Government Technology Event awards announced in Canberra during February 1989 (see April issue).

The Customer Services System handles the Board's revenue and keeps track of everything related to water use and rates among the Board's 150,000 households and 8000 commercial and industrial users. It handles promptly a steady stream of customer updates and inquiries by utilising both VAX Rdb/VMS software and ACMS – our product for the management of a large number of concurrent transactions.

Account Manager for the Board Ian Ramsay describes the system as "a classic piece of on-line transaction processing". ●

Alston Mortier (pictured far right) recently received a Regional Sale of the Month award from Dave Johnson, Systems Logistics Manager, on behalf of Victorian Finance Sales Manager Ralph Stadus.

Alston was instrumental in assisting the team who, through dedication of effort, secured a sale to National Mutual in April. His efforts in providing the loan of a MicroVAX II for education purposes, and delivering it on the committed date, contributed to Digital's overall success.

The team, consisting of Ric Hallgren, Ralph Stadus, Andrew McCoy, Tony Bonanno, Colin Johanson, Dick McFarlane, Di Fulton and Bill Ligo, are congratulated on their efforts. ●

AWARD FOR ALSTON



DALE ON THE CAMPAIGN TRAIL



I wish to acknowledge my sincere appreciation of the superb job performed by Dale Mynott in assisting me to launch 'Digital's Health Care Information System - The perfect fit for a healthy hospital' (see story page 9).

In a few short weeks, Dale, together with Catherine Smithson of Burson-Marstella, conceived and created Digital's Health promotion campaign.

This was no mean task as it involved first working with me and meeting the most demanding of deadlines; and, second, creating an image and theme for Digital in Health which would carry us through into the 1990s, converting this image into a front-cover advertisement for the *Hospital & Health Care* magazine within an impossible 10-day leadtime whilst simultaneously preparing a four-page generic brochure on Digital's Health Care Information System for use in our media launch, inclusion in the magazine and as future sales collateral.

My distorted mind dictated that the image I wanted needed to be one with an international flavour and, worse still, I wanted specific pictures which I had identified but could not pinpoint the source.

"Impossible!" said Dale. "We couldn't find those pictures in a month let alone a week, and even if we could identify their source they probably wouldn't be available."

"I don't care," said I. "Just find them this week." And find them she did.

The end result, and all the work that went before, is due in no small measure to Dale's perseverance and 'never say die' attitude. An end result of which I have no doubt, when the June edition of *Hospital & Health Care* hits the streets mid-June, will send shock waves through our competitors and be heartily embraced by the marketplace.

As this is just a taste of things to come I should like to ask that, if at all possible, when I begin the next 'activity', you please

ask Dale to work on it with me.

Ian Colclough
Health Industry Marketing Manager
Addressed to Corporate Communications Manager Patrick O'Halloran. Dale Mynott is our Corporate Programs Co-ordinator.

Rave Review

I have always been hesitant to write a letter regarding the performance of Digital staff as I am of the opinion that your company provides a service and it is the responsibility of employees to give their best in all circumstances.

There are, however, always exceptions to the rule. Over the weekend of April 22 and 23, 1989, our site was upgraded to Version 5 of the VMS operating system and the assistance provided by Software Support Engineer John Brodribb was invaluable. His knowledge of the upgrade procedures and his willingness to work those extra hours necessary to ensure that all procedures were completed correctly are to be commended.

As a result of any major upgrade of VMS, some tuning is necessary and sometimes the necessity for tuning can be camouflaged by hardware faults, and it takes a very good engineer to differentiate between the two. Steve Cooper, from the Wollongong FS office, is one of those engineers. Steve's knowledge of both hardware and software were of great assistance to us in this difficult time and I have no doubt that our problems were resolved much more quickly as a result of his assistance.

Please pass on my thanks to both John and Steve for a job very well done.

MW Greentree
General Manager
Illawarra Electricity

Surprise Parcel

After opening your parcel the other day I admit that I was surprised by its contents.

First, I complement you and your publicity team for producing such an impressive PR brochure. It certainly makes our company, and especially the Distribution Centre, sound impressive.

Second, on behalf of the Distribution Centre Management, I thank you for the fine textbook. It will be a valuable addition to our library.

Please allow me to remind you that you are always welcome to visit our Distribution Centre whenever you are in Adelaide.

Graeme Corey
Coles New World Supermarkets
Addressed to Industry Marketing Manager Retail and Distribution Frank Aue. ●

Big Hit at CSIRO

I would like to take this opportunity to thank you for your time and effort in relation to the CSIRO Technical Demonstration days (see story page 10).

This was truly a Digital/Distributor effort

whereby the customer benefited greatly. The confidence level within CSIRO has increased dramatically when it comes to Digital's products and Digital's main Distributor - GEC.

I have received positive feedback from CSIRO with orders and quotes in the system already. Most would have liked to be there for both days and they are eager for us to put on another show.

Being a technical organisation, CSIRO was pleased to be able to talk to Digital's people. They applauded the technical and professional abilities of Digital's staff present and were pleasantly surprised at the close working relationship between Digital and GEC.

Again, thank you very much for your time and effort. We have gone a long way in re-establishing Digital's original roots in the scientific community.

Chris Butler
National Sales Manager, and
Walter Faets
National Accounts Manager
GEC Computer Systems
Addressed to BBO Principal SWS Specialist Doug Rickard.

Welcome
Aboard

Beshara Sharbean, Sales Representative, SND
Celia Howard, Principal SWS Specialist, ADO
Cherie Norton, Receptionist/Secretary, NZO
Joanne Berry, Associate Instructor, ADO
Miguel Quineche, Branch Logistics Assistant, SNL

Ron De Marco, Strategic Systems
Development, Manager, STL
Amy Majoalani, Customer Response
Representative, STL

Stuart Robinson, FS Engineer, BBO
Paul O'Connor, Sales Representative, MEO
Roger Orme, Sales Representative, WEO
Andrew Martin, Financial Analyst, NZO
Ruth Balmer, Secretary, STL

Sam Sidawi, Senior Credit Clerk, SNO
Jack Tomac, Computer Operator, SNO
Matthew Cook, Computer Operator, SNO
Kim Chan, SWS Specialist, SNH
Wayne Burgess, FS Engineer, ADO
Di Smalley, Purchasing Specialist, SNO
George Potkonyak, Principal Manufacturing
Engineer, SNA

David Turner, Credit Clerk, NZO
Trevor Doake, FS Engineer, HMO
Peter Stephens, FS Engineer, WEO
Phoebe Rainer, SWS Specialist, STL
Scott Hamilton, TSC Distribution Specialist, STL

Sue Wrend, Customer Response
Representative, STL
Meredith Fisher, Customer Response
Dispatcher, STL
Maria Dragojevic, Assembler, SNA ●

Some people will do anything for a night's sleep, even if it causes nightmares for months! You, like us, may have heard the tale of two Product Marketeers who shared a room with a view of each other during a recent visit Stateside. Another cost-cutting measure, or was there a deep and meaningful reason for the share accommodation? Neither – it was a simple matter of "half a room was better than none" after a hotel mix-up and 26 hours of flying. Believe it, or *not!*

★★★

The great urban myth Version 1.0: Was it true that, at a recent Sunday gathering of merry Digits in Sydney, someone had not only locked their keys in their hired Falcon – but also left the same hired car running?

As the story goes, various partygoers spent an hour or so in vain attempting re-entry before a bloke from SNO tired of the fuss and threw a brick through the car window . . . a drastic solution, to be sure. Especially when it was discovered that the offending Falcon was in fact the *wrong* car!

Fact, or fiction? That's the trouble with urban myths . . . you never can tell.

★★★

A person who appeared to be a senior-level customer or prospect recently walked into SNO's Reception and asked directions to a



seminar, put on by Digital, he'd been invited to. Having lost his invitation, thinking (mistakenly) the seminar would be in Chatswood and getting nowhere fast, he arrived looking very, very confused.

The investigative efforts of the Central Switchboard, with Rachel Weldrick as Supervisor and Eunice Nolan as Telephonist, revealed that the seminar wasn't in Chatswood

at all but at a hotel across town, and he was soon on his way.

Never one to mince her words, Eunice says, "We were as confused as the customer was. But we couldn't let on." She explains that it's downright illogical (not *exactly* her adjective) to spend big bickies on invites to customers and advertisements without advising our front-line troops.

"This wasn't a one-off incident. We've had them before, like full-page advertisements telling people to ring our main number and, when the calls came in, nobody knew who to direct them to."

Though Rachel and Eunice take pride in the fact that they can 'track down' most visitors, it is time consuming and often irksome for the customer waiting for these operators to find the actual location and contact number for the visitor.

Interstate employees visiting any of the nine sites* in Sydney rarely advise the Central Switchboard of their visit. It often happens that the visiting interstate employee's secretary only knows that the person is IN SYDNEY (population: 3,594,350, as supplied by the Commonwealth Bureau of Statistics).

As there are nine offices in Sydney it is very difficult if not near impossible to find/contact the evasive visitor. The Switchroom has a 'whiteboard' used primarily for listing visitors' names and contact numbers, but unfortunately this board doesn't get full very often.

Even if commonsense doesn't prevail all the time, perhaps common courtesy could.

★★★

SPRMC look-in: It will be a quiet and intimate celebration when wedding bells ring for Regional CSS Manager Graeme Shorter and SNO Secretary Glenys Shaw next month. They will return from a romantic island honeymoon in time to congratulate Regional Personnel Manager Kevin Wallace who will be married to Stephanie Greenup in October. Best wishes to both couples.

On a sadder note, at the time of writing, Regional Marketing Manager Nick Ramensky is recovering from heart problems. For a serious situation, Nick sure is making recovery look easy! Best wishes Nick.

★★★

News from WEO (Wellington) – Our sources reveal that a pat on the back is due to WEO Sales Unit Manager Ron Kleingeld. Ron was 'bacheloring' during the May school holidays while his wife Christine and the kids were away. Instead of doing some serious partying, dedicated Ron spent many a night in the office, redesigning the filing system and generally doing the 'housekeeping' that tends to fall behind when you work in a busy Sales unit such as we have in Wellington.

Word is that, luckily, Christine and the kids returned before Ron starved to death or shifted into the office – lock, stock and barrel!

★★★

Congratulations to WEO SWS' Jamie Wilkes and his wife Sandy, who were presented with a little



IF TONY GRAHAM EVER DECIDES to leave his day job as a member of the Customer Operations' System Support group at SNL, he'll have no trouble singing for his supper. A member of the North Sydney Opera Company (NSOC), Tony recently won their version of a Grammy award and acclaim as the year's 'Most Outstanding Performer'. Not bad, considering he only started as a chorus member in 1987 – about the same time he stopped consulting to work for Digital full-time.

Tony, pictured above as Mesetto in the opera *Don Giovanni*, says the NSOC is unique because its performers also make the scenery and costumes, and since its inception in 1959 has supplied the Australian National Opera Company with more than its fair share of local talent.

Tony says the Company's always on the lookout for chorus members and principals – not to mention audiences – so, if you're interested, give him a hoy on SNL extension 7449.

baby boy, Matthew, at Easter. The only problem is that Jamie thought that the Easter bunny delivered Matthew and seems to think his new son is some sort of an Easter egg. At least it's a new twist to the stork theory!

★★★

If you want to know anything about world travel, just have a chat to either WEO Sales' Peter Vanderbeke or WEO SWS' Lew Skinner. Both were involved in a major tender and have jetted off to reference sites in the US and Ireland with the customer – to the relief of the local travel agent!

We hear that in the weeks leading up to the trip, the guys – who thought all their Chistmas had come at once – were running around the office calculating time differences, checking daily fluctuations in exchange rates, organising connecting flights, and generally bugging the agent non-stop. The agenda they finally came up with was more than detailed, it was minute-by-minute! We hope you're having a fantabulous time, guys. You certainly earned it.

★★★

Still on the WEO front, congratulations are also due to Yang-Hee Leong (Lim) from WEO SWS and his new wife Liane who were married on May 28 and spent a romantic two-week honeymoon in Malaysia.

★★★

There's dedication and there's dedication. A pat on the back is undoubtedly due to Bernie White and Chris Kelliher, from WEO Sales, who have broken the record for arriving early to customer site meetings. It seems the only problem is that they insist on being 24 hours early!

★★★

More NZ dedication. Thanks to the efforts of NZO SWS Project Leader Linda Lee, over 200 customers attended the Desktop Roadshow held in Wellington and Auckland in May. Its aim was to 'show and tell' customers more about the veritable avalanche of products released since January with 'see it, feel it, touch it' demonstrations of the key products and applications.

Linda also used the opportunity to have a separate industry consultants' breakfast in both cities, again with a tremendous turnout. The excellent feedback from both customers and consultants leaves no doubt that this event was one of the best-quality Roadshows we have ever run in New Zealand. A pat on the back to Linda and her helper Digits.

★★★

Telecom Analyst (SNO) Jeffrey Porter and his wife Charmian received a double-whammy lottery with the birth of twin boys, Robert Douglas and Stephen Clay, on March 15. Congratulations to the newly formed family.

★★★

Word from Brisbane is that we've made the

DIGITALKING ABOUT SPORT



'COMMODORE' BOB STARKEY, otherwise known as our Regional NaC Manager, proudly presented ND Account Manager Chris Sligar (left) with his trophy for winning his division in the annual ACS Sailing Day in April. Spurred on by the breathtakingly beautiful weather, Chris captained *The Spider* – one of seven yachts entered by Digital and crewed by customers and Digits (inset) – to top place.

short list for the QDHAS tender (see page 8), the schedule still looks safe, and everyone's busily organising site visits to exotic Canadian locations like Vancouver, Winnipeg and Toronto in pursuit of the good oil. Although notification in the affirmative came as no real surprise, it's always good to hear it from the horse's mouth.

★★★

A marketing brainstorm for Muzak or ghosts in the coal mines? One of Chatswood Tower's three lifts recently had its wings clipped and, instead of piped music in the remaining two, people could have been forgiven for thinking that we were being played *pipéd meetings!* (Knowing Digital's cultural penchant for meetings, that's not such an outrageous idea.) However, once they listened closely they could hear the voices of workmen in the bowels of SNO, blissfully unaware of their audience. A largely captive audience at that, with only two lifts, but that's another story...

★★★

Life in Hobart office (TZO) is apples, with the major news being the grand entrance of two of the prettiest little girls EVER, Charlotte Ann and Phillipa Jane Kiddle, twin daughters born to Sheila (TZO Branch Logistics Manager) and Lee (husband). The charming duo – Charlotte and Phillipa, that is – debuted on

May Day, May 1 and TZO has gone all clucky. Congratulations, Sheila and Co.

★★★

The verdict is in. This month's 'Have a go' award belongs to patron of the University of Tasmania and law student extraordinaire, TZO Facilities Administrator/Receptionist Mandy White, who deserves and is receiving full marks for her efforts applied to a law degree. For example, she scored 100% on a recent assignment and earned the admiration of everyone she works with.

★★★

Overheard at STL: "We had plenty of time. We just didn't start early enough."

★★★

'Digital's Department of Solutions' article in the May issue of *Digital* reported that Digital started in the ACT at Braddon, kicking off Canberra operations in 1982 after several years of FS presence. We admit it, we were wrong. In fact, early sales in the ACT were handled by Salespeople from Sydney until 1975 when Salesperson Blunden Butt was hired and an office taken at Kembla Street, Fyshwick, moving to Lonsdale Street in Braddon in 1978. ●

*The nine offices in Sydney are: SNO Chatswood, SND Help Street, SNH Pacific Highway, SNA Mowbray Road, SNL Lane Cove, SMP Milsons Point, SNM O'Connell Street, SNS Alexandria and SNE Epping.

INSIDE

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Regional Personnel Manager Kevin Wallace looks at "the beginning of the Pacific era in bricks and mortar".

3 CSS Serves Up Another Ace

CSS' Lewis Benham gives us the scoop on the go-to-whoa development of the Office Server.

7 Getting To Know You

Handy hints for getting the most from your ALL-IN-1 account.

8 A Star Is Born

The who, what, why and how of our Brisbane Health Bid Team.

10 Winter Nasties

What to do about the flu.

12 Customer Spotlight

Digital's contribution to the success of the Hunter Water Board.

13 Telling It Like It Is

Letters from satisfied customers in 'That's What They Say'.

15 Live Action

Our sporting heroes.

WINNERS GALORE

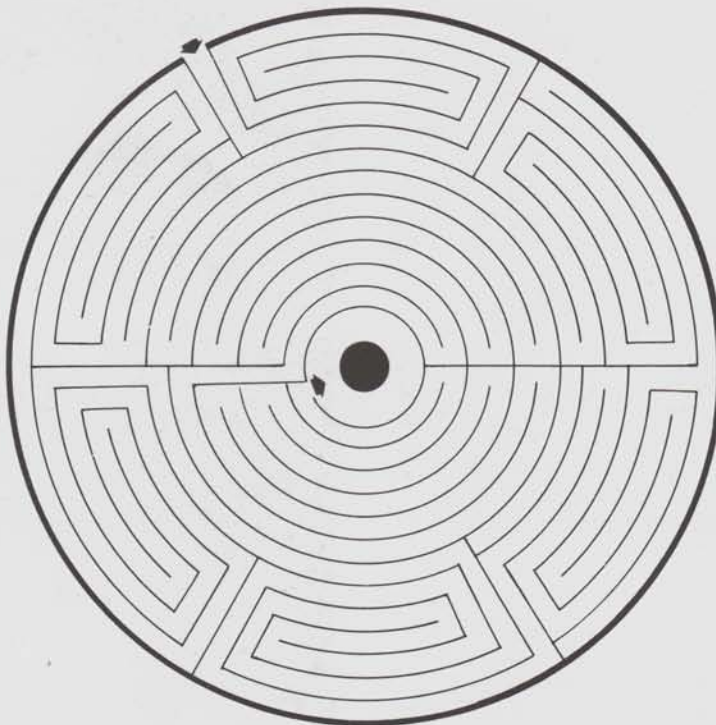
It's a triple-whammy win for our contest page this issue! Congratulations and dinner to the value of \$A100 go to both SNA Senior FS Engineer Andrew Nash for his entry to April *Digital*'s 'Spot-the-Difference' contest and to NZO Senior Computer Operator Karen Moss for her May issue 'Tunnel Vision' contest entry.

A special commendation (all fame, no fortune) goes to the 'Bid Centre biddies' - Karren Onions, Judy Norris and Claudia Minter - from the CAO Bid Centre. Their unique entry to the 'Spot-the-Difference' contest proved yet again that presentation with perfection is the name of their game!

If you want to know the solutions to the April or May issue's contest, or you have a suggestion for a future contest, write to us at SNO 10/1 or call on SNO extension 5746.

Dizzy Digits

Finding your way to the centre of this maze will give you a chance at winning dinner on *Digital* to the value of \$A100. Good luck!



Send entries to *Digital*, SNO 10/1 by Monday, August 7, 1989.

NAME _____

POSITION _____

MAILSTOP _____

DIGITALK

003734

MAX BURNET
CORPORATE RELATIONS MANAGER
SNO G